

Burton Latimer Medical Centre Patient Participation Group

Minutes of the PPG meeting held on 6 February 2023 at 6pm at Burton Latimer Medical Centre.

Present: Brian (Chair); Helen Beesley, HB(Practice Manager); Joanne Burns, Jo (Secretary); Julia; Rachel; Sue; Martin; Peter; Bill (Notetaker)

1.	<p>Apologies and Welcomes Denise had previously sent her apologies. Brian opened the meeting, welcoming all present, thanking Hayley for her time and her support. HB introduced Jo to the Group and warm greetings were added from all.</p>	Action:
2.	<p>Minutes of the last meeting The minutes of the meeting held on 5 December 2022 had been previously circulated and were accepted as a correct record and signed by the Chair. The minutes would be posted onto the website and the Patient Participation Group Notice Board following the meeting.</p>	Action: <ul style="list-style-type: none"> ● Jo to post on the website ● Jo to copy and put onto Patient Participation Group Notice Board
3.	<p>Matters Arising. Prostate Cancer: HB confirmed support for this and other early detection systems. Bill advised that PCUK promotional material is to hand with authorisation to use it. HB suggested linking to the revived Newsletter & dual branding PPG & BLMC to encourage patient participation. Julia suggested an information desk as with other campaigns. The Group endorsed this idea. HB confirmed that the Group's thanks to the Social Prescription Team had been delivered.</p>	Action: Bill to share PCUK materials Bill to draft a sample image
4.	<p>Practice Update HB confirmed the continuing difficulties connected with recruitment and retention of staff, here in Burton Latimer & nationally. Nonetheless, recruitment is continuing. Care Coordination Specialists have made a good start since December, providing their own clinics and specialist and general support to our GPs and other Practice Members. Care Navigation services are proving to be increasingly beneficial and further developments and indeed, patient acceptance, will be encouraged supported. As a temporary (and extremely expensive) response to Winter peaks, a locum GP has been assisting with workloads. In response to a patient enquiry (via Bill) it was confirmed that BLMC has to keep its patient list open to new patients, but the increased pressures are marginal, given the under-resourcing of the existing 14000 list of patients. HB confirmed the further continuing reduction of available GPs nationally. Peter raised a question about further planned housing development in the area. HB advised that she represents BLMC on planning for major new housing developments in the area that will, in effect, introduce the equivalent of a whole new practice-worth of new patients to the area. Clearly, existing facilities cannot cope with that level of increase. No decisions have been made yet about providing and staffing additional services.</p>	Action: HB to report further updates at next meeting.
5.	<p>Patient Appointments Martin asked if it would be possible to provide shelter for patients queuing outside the surgery. HB advised that as the building is not owned by the Practice and space and layout considerations would be of concern, it would not be practicable to do this. Brian advised that he is investigating how another Practice seems to have eliminated queues and provides an on-demand service. HB advised that the new telephone system has helped and that continuing performance monitoring has identified further improvements to call handling and helps with the reallocation of staff to cover peak call periods. This is a dynamic process in response to varying demands on the services provided. As individuals and collectively as PPG members it was proposed that representations be made to North Northamptonshire Unitary Authority and the local MPs. Progress is being made on reducing demand for GP appointments, as mentioned regularly, by increasing the availability of other Health Care Professionals and by patients' self-help, including ordering repeat</p>	PPG to consider writing to the Council and MPs

	prescriptions online. HB stressed the importance of communications.	
5.	<p>Patient Appointments <i>(continued)</i></p> <p>HB expressed concern at the staggeringly high number of missed appointments every week. Staff are now attempting to telephone patients to ascertain why they “did not attend” (DNA).</p> <p>As a committed advocate for the Accurx system, HB had to let the PPG know that the clinical track has had to be suspended as excess volumes had potentially compromised patient safety. Much of the admin functionality remains accessible.</p>	<p>Action:</p> <p>PPG to share messages about appointments & DNA with contacts outside</p>
6.	<p>Newsletter</p> <p>There was general agreement on the value of a 1-page, graphics based BLMC-PPG quarterly newsletter, featuring 4 or 5 key and topical messages in each issue.</p>	<p>Action:</p> <p>Bill to create draft for comments</p>
7.	<p>AOB</p> <p>Martin asked if BLMC needed more funding and Brian asked if that was an area that the PPG could assist with. HB advised that such matters are complicated and necessarily beyond the remit of the PPG. However, other PPGs involve themselves in fundraising in support of their own and others’ activities.</p> <p>Brian asked members to email him with their individual subjects of interest. Martin asked for PSA testing to be included as routine when annual medicine reviews and check ups are conducted.</p> <p>Brian noted that “recent test” text messages reporting that “no further action is needed” are confusing, when multiple tests have been done. Sue confirmed, that as minuted last time, more detailed results are available at reception. Brian noted that there is no automatic cross-referencing of patient records available between BLMC and the hospitals and not even between the hospitals.</p> <p>Peter asked if patient records could be made available to the patient online.</p>	<p>Action:</p> <p>NFA</p> <p>PPG to email Brian</p> <p>HB to investigate what options are available & advise next time</p> <p>HB to advise next time</p>
8.	<p>Date and Time of Next Meeting</p> <p>The next meeting will be on 3 April 2023 at 6pm in the Conference Room, Burton Latimer Medical Centre.</p>	<p>Action:</p> <p>Members to confirm attendance when Agenda is issued</p>

There being no further business the meeting closed at 19:07

Signed _____ (Chair)

Date _____